



CITY OF RALEIGH

At Your SERVICE

Prepared by the City of Raleigh Public Affairs Department
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www.raleighnc.gov

NUMBERS TO REMEMBER

You must now dial 10 digits. The appropriate area code (919 or 984) plus the seven-digit telephone number are necessary for local and expanded local calls; 911 remains the same.

EMERGENCY	911	Fire Prevention	919.996.6392	Sidewalks	919.996.3030
City Information	919.996.3000	Garbage/Recycling	919.996.6890	Stormwater/drainage	919.996.3940
Animal Control Dispatch	919.831.6311	Greenways	919.996.4786	Streetlight outage/repair	800.419.6356
Bus (CAT) information	919.485.7433	Parks and Recreation	919.831.6640	Trees	919.996.4115
Business License	919.996.3200	Parking	919.996.3030	Utility Billing	919.890.3245
City Council / Mayor	919.996.3050	Police Information Desk	919.996.3335	Water/Sewer Emergencies	919.250.2737
Convention Center	919.996.8500	Pothole repair	919.996.6446	After hours	919.829.1930
Development Services		Public Nuisance	919.996.2444	Yard Waste Center	919.250.2728
Customer Service Center	919.996.2495	Raleigh Television Network	919.996.6278	Zoning/Code Enforcement	919.996.2474

Raleigh Has A New Pedestrian Plan

Raleigh has a new Comprehensive Pedestrian Plan that provides strategies for enhancing the Capital City's transportation system by promoting walkability.

The plan assesses existing facilities, policies, plans and programs that affect pedestrian mobility; and provides recommendations for improvements. It also includes templates for pedestrian infrastructure improvements, examples of tools and techniques for improving walkability, and a prioritized list of proposed sidewalk projects throughout Raleigh.

The Pedestrian Plan builds on the City's 1992 Americans with Disabilities Act Transition Plan, 1993 Sidewalk Priority Funding Program, the 2030 Comprehensive Plan and the Unified Development Ordinance. The plan is a companion to the City of Raleigh Bicycle Transportation Plan. The plan reflects current practices and incorporates new pedestrian-friendly standards and programs.

A review of existing conditions and pedestrian experiences established the following four key priorities:

- Installing sidewalks where they are lacking;
- Maintaining sidewalks;
- Making it easier and safer for pedestrians to cross the street; and,
- Educating motorists and pedestrians on applicable responsibilities and ordinances pertaining to safety and sharing the road.

The Pedestrian Plan includes recommendations that address the study's findings, plus a summary of best practices for pedestrian crossings, intersection designs, an updated sidewalk program, pedestrian facility recommendations, programs and initiatives to encourage walking in Raleigh. The plan as approved removes the recommendation to create a separate pedestrian advisory commission as recommended by the Bicycle and Pedestrian Advisory Commission

The comprehensive pedestrian plan can be viewed by visiting the City of Raleigh's website at <http://www.raleighnc.gov> and searching for "comprehensive pedestrian plan."

For more information, contact the City of Raleigh Office of Transportation Planning at 919-996-2155.

Tax Preparation is Offered to Seniors With Low Incomes

AARP Tax-Aide is the nation's largest free, volunteer-run tax assistance and preparation service. It is available to taxpayers with low-incomes and middle-incomes.

AARP Tax-Aide Offers a variety of services each year which include:

- Face-to-Face tax assistance and preparation from February 1 to April 15 at sites throughout the county such as libraries, senior centers, and churches; and,
- Free electronic filing (e-filing) at eight tax preparation sites from February 1 to April 15 in Wake County. E-filing is more accurate and processes tax returns more quickly.

AARP Foundation Tax-Aide volunteers are trained and IRS-certified each year to ensure their knowledge about the latest changes and additions to the U.S. Tax Code.

Because of the complexity of the U.S. Tax Code, older persons and taxpayers with low incomes may overpay their taxes or have to rely on expensive and, for many unaffordable professional tax preparation services.

Site locations in the Raleigh area are:

Tabernacle Baptist Church 8304 Leesville Rd., Raleigh

Martin St. Baptist Church 1001 E. Martin St., Raleigh

Consumer Education Services Inc.

3700 Barrett Dr., Raleigh ... Appointments 919-785-0718

Five Points Center for Active Adults 2000 Noble St., Raleigh

Bond Street Community Center 801 High House Rd., Cary

Garner Avery Street Annex 201 Avery St., Garner

Northern Wake Senior Center

235 E. Holding Ave., Wake Forest ... Appointments 919-554-4111

Eastern Wake Senior Center

601 W. Third St., Wendell ... Appointments 919-365-4268

Fuquay Varina Community Center

820 S. Main St., Fuquay Varina ... Appointments 919-552-1431

To find the nearest Tax-Aide site, go to www.aarp.org/taxaide or call 1-888-227-7669.

Keep Pine Straw Away From Dwellings

The City of Raleigh is reminding residents that combustible pine straw should be kept at a distance from residences.

Raleigh has an ordinance that bans pine straw from being used as ground cover within 10 feet of multi-family dwellings. However, the City of Raleigh is urging all homeowners - those in single-family residences as well as multi-family dwellings - to comply with the pine straw restrictions.

The ordinance states that no pine straw mulch shall be placed, kept or stored within 10 feet of multi-family dwellings, such as apartment complexes and condominiums. Violators of the ordinance face a fine of at least \$50.

For more information about the pine straw restrictions, contact the City of Raleigh Fire Prevention Office at 919-996-6392 or visit the City's website at www.raleighnc.gov.

No Ammonia in March Water

The City of Raleigh has temporarily stopped adding ammonia to its water treatment disinfecting process.

The change in treatment is required by federal and state regulations governing the operation of the City's water system. The City will resume adding ammonia to the water treatment process on April 6 at 10 a.m.

Using ammonia in the treatment process reduces the amount of trihalomethanes, a by-product formed when water is disinfected with chlorine. The one-month return to chlorine-only disinfecting is not expected to cause any significant increase in trihalomethanes. Trihalomethane levels are strictly regulated in drinking water. The City of Raleigh has maintained compliance with all limits on trihalomethanes since regulations were put in place in 1981.

Some users of water may be affected by the temporary change in the treatment process. Water customers should be aware that residual traces of ammonia and chlorine must be removed from the water prior to use in fish tanks and ponds, kidney dialysis and some commercial manufacturing of food and beverages.

The City also conducts flushing of the water distribution system during this period to hasten the change of chloramines to chlorine residual disinfectant. This flushing may cause some temporary discoloration in the water. The water is absolutely safe. However, as a precaution, customers may want to check to see if their water is discolored before laundering white clothes.

Water customers affected by this change include those who pay water bills to the City of Raleigh and to the towns of Rolesville, Garner, Knightdale, Holly Springs, Wendell, Wake Forest, Zebulon and Fuquay-Varina.

Questions about this change in water treatment should be directed to Edward Buchan, Public Utilities environmental coordinator, and mailed to City of Raleigh Public Utilities Department, P.O. Box 590, Raleigh, NC 27602 or email edward.buchan@raleighnc.gov.

Report Backups Or Overflows Immediately

Please call the City of Raleigh Public Utilities Maintenance Division at 919-250-2737 to report a sewer backup or overflow. When calling at a time other than 7:30 a.m. to 4:00 p.m., Monday through Friday, please dial the after-hours emergency number, 919-829-1930. The City is offering a \$50 reward to each person who reports a confirmed sewer overflow.

Per City of Raleigh Code of General Ordinances, Chapter 3, Section 2-3004:

Past Due Utility Accounts Disconnection and Reconnection Fees

The City of Raleigh may lawfully cause water or sewer service to be discontinued, or to remain discontinued, at a property when the applicable delinquent charges, fees and required deposit are not paid in full when due and payable. The discontinued service shall not be reinstated until payment of the water or sewer account is PAID IN FULL, including any disconnection, reconnection, meter removal or main disconnection charges.

Any past due utility account with water service charges will be assessed an additional fee of \$50.00 when a trip is made to the property for the purpose of discontinuing the water service, removing the water meter, or disconnecting the water service at the main. This fee will be in addition to any service deposit required, service charges, penalty amounts and delinquency fees that may be applicable.

Any past due utility account for sewer-only service will be assessed a fee of \$1,200.00 for disconnecting the service, and an additional fee of \$1,200.00 to reconnect the service. These fees will be in addition to any service deposit required,

Moving? Don't Forget to Stop Your Utilities Account

If you are planning to move, remember to stop your City of Raleigh utilities account. Notify Utility Billing at utilitybilling@raleighnc.gov or 919-890-3245 with the date you want your services stopped and your new mailing address. This will ensure that your final bill is processed correctly and that your account will be closed. If you don't contact Utility Billing, you could be responsible for paying the utility bills at your old address until a new account is initiated by a new resident or owner.

Know What's Below; Call 811 Before You Dig

You may not realize it, but there is an underground natural gas pipeline near you. Natural gas pipeline markers, containing contact phone and emergency information, indicate the presence of underground utilities, but they may not be posted in many areas throughout the system.

For more information on pipeline locations, call North Carolina's One-Call Center at 1-800-632-4949 or visit www.npms.phmsa.dot.gov/publicsearch/.

It is very important to call 811 before you dig. This (811) is a federally mandated number designated by the Federal Communications Commission to consolidate all local "Call Before You Dig" numbers and help save lives by minimizing damages to underground utilities.

City Offers Citizens' Annual Financial Report Online; On Paper

The City of Raleigh is offering the Citizens' Annual Financial Report for the fiscal year that was July 1, 2011 through June 30, 2012.

To access the report, please visit the City's website at www.raleighnc.gov. If you would like a hard copy of the report, make this request by calling the City of Raleigh Public Affairs Department at 919-996-3100 or by email at public.affairs@raleighnc.gov.

Get Involved in Parks and Recreation System Plan

The City of Raleigh Parks and Recreation Department is updating its long-range planning document called the System Plan. We want to hear from you - we need your ideas, solutions, and support so we can continue to be a national leader in parks and recreation.

The Parks and Recreation Department invites and encourages you to get involved in the development of the System Plan! Simply visit www.YourParksYourFuture.com or contact Stephen Bentley, Project Manager at Stephen.Bentley@raleighnc.gov or 919-996-4784.

E-Bill Customers Get More Information

Customers who receive their utility bills electronically from the City of Raleigh are receiving more informative email notifications each month when their new bill is processed.

The email now includes the account ID, due date and amount due, along with instructions and a link for making a payment online. There also is a link to the "At Your Service" newsletter which you are reading. Thousands of Raleigh's utility customers have selected the e-billing option.

To join, register or sign in to your account at <https://ubwss.raleighnc.gov/SelfService/> then go to the e-billing section to enroll.

Open your heart to a pet that needs a home!



If you are looking for a new pet for your family, want to add a second pet, or want to get your first-ever pet, then come check out the Wake County Animal Center where there are many great dogs, cats, rabbits, and other small furry friends to choose from

- every type, shape, size and color that can best fit your home, family and lifestyle - and all of these animals are from our community! We are confident that you will find that a shelter animal can add greatly to your quality of life by being a loyal and affectionate friend, a good listener, and a great exercise partner.

To view animals currently available for adoption go to wakegov.com/pets. The staff and volunteers of the Wake County Animal Center hope to see you soon to help you find a new best friend!

Be a fan of the Animal Center at [facebook.com/wakegovpets](https://www.facebook.com/wakegovpets)

Web: www.wakegov.com/pets Phone: 919.212.PETS

Location: 820 Beacon Lake Drive, Raleigh, NC 27610

Directions: Take 440 to 64 business exit 13B. Take a right onto Corporation Parkway, a right onto Commerce Park Drive and a left onto Beacon Lake Drive. The Center is on your left.

Sewer Back-Ups:

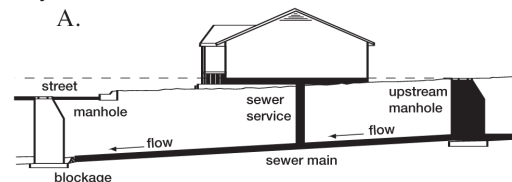
What Is the City's Responsibility and What Is the Property Owner's
The City of Raleigh makes a concerted effort through an intensive Public Utilities Department preventive maintenance program to keep over 2,000 miles of sewer system in good repair.

Occasionally, however, conditions develop within the system, which may cause sewage to back-up into a residence or business. When this happens, it is the policy of the City to provide assistance to the affected customer in the form of initial clean-up and disinfecting procedures. This assistance is provided, even when the overflow is caused by factors such as vandalism, which are beyond the control of the Public Utilities Department. Sanitary sewer systems, such as the one used by the City of Raleigh, operate primarily by gravity with

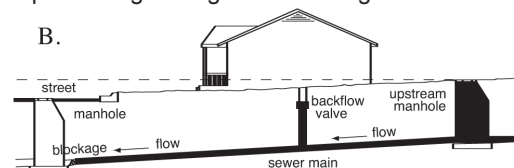
sewage flowing downhill from residences and other buildings into the sewer mains and, in turn, through the major trunk lines.

In most cases, when a blockage occurs, the backed-up sewage overflows out the next upstream manhole. Houses and buildings may be connected to the main between the point of blockage and the next upstream manhole. Normally, plumbing fixtures in these buildings are located above the level of the next upstream manhole. However, in some instances a serious risk of back-up exists if any point of entry into the plumbing system, such as floor drains, toilets, etc., are located at a level that is lower than the elevation of the next upstream manhole.

Diagram A illustrates what can happen when there is a sewer back-up due to blockage in the sewer main that occurs before the next downstream manhole. The sewer will back-up behind the blockage and be forced out at the lowest point. If the plumbing fixtures in a building are lower than the next upstream manhole, the sewer will back-up into the building. It is the home builder/property owner's responsibility to determine whether this situation exists.



This problem can be avoided with the proper installation of a sewer backflow valve. It is a requirement of the City of Raleigh to have a backflow valve installed according to the North Carolina State Building Code on Plumbing, Chapter VIII, Section 814, in situations where a house or other building is below the next upstream manhole. A backflow valve will allow the sewage to flow in one direction only, and will prevent the overflowing of sewage in buildings or residences. Diagram B illustrates a properly installed backflow valve that is preventing sewage from flowing back into a house.



The City of Raleigh is insured for damage caused by sewage back-ups in cases when the City of Raleigh is legally responsible for the back-up. When damage is caused by a sewer back-up for which the City is not responsible, the City will pay no claim. The City is not responsible for back-ups due to vandalism, customer abuse of sewer system or when the City had no previous knowledge of problems. If you believe you have a claim, you may submit it to the City's Risk Management Office located at, 127 West Hargett St., P.O. Box 590, Raleigh, 27602, or call 919-996-2240 to receive claim forms by mail. Your letter must include a brief description of the reason for your claim.

The Public Utilities Department has contracted with a plumbing company in Raleigh to provide evaluations, free of charge, to homeowners who are unsure if they have or need a backwater device. Public Utilities also has developed a loan program for those homeowners, who through evaluation have been determined to need the backwater device, and may need assistance in the payment process.

For more information regarding sewer backflow valves, contact the Public Utilities Department at 919-996-4540. In case of a sewer emergency or for additional information, call 919-250-2737. If you have a sewer emergency after 4 p.m., Monday - Friday call 919-829-1930.

See Click Fix

See Click Fix is a social networking tool used by the City of Raleigh to give residents an easy way to ask for service or information. From potholes to tree limbs blocking a greenway, malfunctioning traffic signals to zoning or housing violations, residents can use their smartphone or home computer to make the City aware of issues requiring attention. Using this tool, residents also are able to include photos or comments.



On average, the City responds directly to 175-200 See Click Fix inquiries each month. Users are able to create a "Watch Area" to see other service requests or comments made by neighbors, make comments on those issues, and see the City's response.

See Click Fix is a private, free software application that can be downloaded onto personal smartphones and is available from the iTunes Store and other similar app stores. Residents also can enter See Click Fix inquiries from a variety of places on the web, including the City's web site www.raleighnc.gov using a link on the main page under "Notify the City." It is also possible to enter or track See Click Fix inquiries on WRAL-TV's web site www.wral.com, keyword: see click fix. See Click Fix is a private service, not a City of Raleigh application, and any technical problems experienced with the app can be addressed by See Click Fix through its web site www.seeclickfix.com/citizens.

The City of Raleigh reminds residents that, while See Click Fix is a welcomed additional tool to allow residents to advise staff of matters that need attention, staff and equipment still are required to correct problems. Residents' understanding that response times are dependent upon the availability of staff and equipment is greatly appreciated.

The City of Raleigh is the only local agency in this area using See Click Fix. City of Raleigh staff will respond to concerns identified within the city limits. Concerns identified outside the city limits are directed to the appropriate responsible agencies or communities.

See Click Fix is yet another way to get great customer service from your City and to help City staff add more "eyes on the street" making sure Raleigh remains a great place to live and work!

For additional information about the City's use of this tool, please contact Dan Howe in the city manager's office at 919-996-3070.

Raleigh Is Offering Bus Shelters for 'Adoption'; Monthly Spiffing Required

In August, the City began seeking volunteers to adopt City bus shelters. Adoption requires maintaining the shelter. The City of Raleigh has more than 200 bus shelters. Those wishing to participate in the initiative can assist in removing trash in and around the shelter area on a monthly basis. Volunteers also should alert the City of Raleigh of any special maintenance needs and report vandalism or suspicious activity.

To adopt a shelter, contact the City of Raleigh Transit Office by email at CATInfo@raleighnc.gov. Volunteers must complete an agreement form. City of Raleigh staff will provide adopters with trash bags, disposable gloves, and safety vests to assist in the trash removal around their adopted shelter.



Keep your eye on

THE FINGER



Dial 9-1-9 *not* 9-1-1

Make sure you dial the area code 9-1-9 and not the emergency number 9-1-1. Careless dialing delays the response to people in need.

If you dial 9-1-1 accidentally, stay on the line and tell the call taker what happened. Do not hang up. Hanging up can result in the needless dispatch of a law enforcement officer to your home or business; these are officers who would otherwise be available to respond to real emergencies.

GOT GREASE?



DO THE CAN-CAN!



DON'T GO THERE!





"Neusie"

GREASE CLOGS SEWER LINES!

For more information
call the
**City of Raleigh
Public Utilities
Department**
919-996-4540

Call In Abandoned Shopping Carts

If you spot an abandoned shopping cart, contact Phillip White at phillip.white@raleighnc.gov or 919-996-6868 or Marion Staley at 919-996-6874. Mr. White and Mr. Staley are with the City of Raleigh's Solid Waste Services Department.

City Offers Weekly E-Newsletter Residents who want to receive a copy of the City of Raleigh's weekly e-newsletter, NewsCOR, may do so by signing up through MyRaleigh Subscriptions on the City's website or calling the City of Raleigh's Public Affairs Department at 919-996-3100.